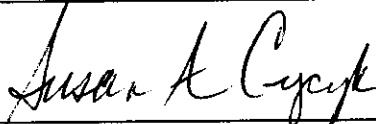




**Division of Prevention and Behavioral Health Services**  
Department of Services for Children Youth and Their Families  
State of Delaware

<b>CS 004</b>		<b>CLINICAL SERVICES MANAGEMENT POLICY RELATING TO CARE ASSURANCE</b>	
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### **PURPOSE**

This policy establishes the standards for managing the behavioral healthcare of CSM enrolled clients.

### **SCOPE OF APPLICABILITY**

This policy applies to all eligible DPBHS Clinical Services Management staff that coordinate, manage, and provide administrative oversight for mental health and substance abuse services to CSM clients.

### **POLICY**

All CMH eligible clients shall receive clinically necessary mental health and substance abuse treatment. Eligible clients served in CSM will be assigned to a Clinical Services Management Team, which works with the family to provide individualized, strength-based, culturally and linguistically competent case management services consistent with the values of the Systems of Care Philosophy.

Clinical Services Management shall plan, authorize, and coordinate treatment; monitor and evaluate services; and provide consultation to treatment providers as necessary. Each Clinical Services Management Team will be composed of a team leader (CSMT), a Psychiatric Social Worker (PSWIII), coordinators (ATSC), and support staff. The CSMT has responsibility for clinical decisions and must hold a license in a mental health discipline.

The Clinical Service Management Team determines clinically necessary treatment by:

- reviewing clinical and family information which is available in the DSCYF FACTS information system, and provided by the family and service providers;
- utilizing DPBHS Level of Care Criteria as a guide;
- identifying the least restrictive clinical service appropriate; and
- working with the family, service providers, educational staff, and others to select the treatment that can reasonably be expected to improve the client's mental health and/or substance abuse disorder or, at a minimum, prevent a further deterioration in the client's condition.

The CMST will:

- inform parents of the services available in the DPBHS system and inform them of their right to appeal decisions made by the CSM Team;
- maintain complete, accurate, timely client records and assure appropriate safeguarding to maintain security and confidentiality of client information;
- participate in DPBHS quality assurance and quality improvement activities;
- initiate and implement performance improvements within Clinical Services Management;
- follow Division and Department policy and procedures including the incident reporting policy; and
- act consistent with the Divisional, Departmental, State, Federal, and professional ethics requirements, including, but not limited to, acting in the client's best interest.